

Human Resource Management

Paul Balwant

Team: Excelsior

Topic: Is training and development important to performance of employees at Kanmic Supermarket?

Nikihlia Smith- 816001664

Gabriella Noriega- 816001636

Tenika Orr- 816001503

“Training and Development is essential to an organisation’s future potential”

Skills, knowledge and abilities are necessary for most jobs,  
Though they may differ among task and operations.

Workplace performance is important for an organisation to make gains,  
Thus, when performance is low, it calls for employees to be trained.

How do we achieve this you ask?

Two simple words you see, Training and Development is a major key.

Serious Sam worked at Kanmic Supermarket for many, many months,  
However it was agreed upon by all, that he lacks customer relations.

He frowned, groaned and snapped at customers to their dissatisfaction,  
He seemed to be unhappy with every interaction.

Sam’s manager saw a need for quick intervention,  
A small phrase he heard before caught his attention.

“Training and Development is essential to all organisations’ future potential.”

Effective for Sam was a mixture of Audiovisuals and behaviour modelling.  
Serious Sam found these methods very compelling.

Today he is known as simply Sam because training was able to turn around his frown,  
He utilized his training experience to learn to get along.

He also confessed that this training had helped his personal life,  
His lack of interpersonal skills no longer causes strife.  
Another employee at kanmic found herself in a similar situation.

Though she interacted with customers well,  
Clumsy Caitlyn seem to be under a spell.

In everything she did, she made a mistake,  
For this, every task a manager gave her, they had to partake.

Her constant inefficacy eventually slowed productivity  
The manager then again committed to her memory;  
“Training and Development is essential to organisation’s future potential”

Training Caitlyn however was not as easy as Sam.  
Caitlyn had to be taught through on the job training, classroom instructions and action learning.

After some time Clumsy Caitlyn developed effective skills,  
Her coordination, wit and haste became a thrill.

So now you see how essential it is to invest in employees,  
Kanmic saw improvement in efficiency, performance and productivity.

To achieve this though of course the training had to be effective,  
As you see Kanmic used the Kirkpatrick's model, and with it, was quite selective.

They ensured that their employees were having fun while they learned,  
And with that there were many knowledge and skills they would earn.

These skills they grasped, would then be seen being put into action,  
So when they do their job, it would be done in a good form and fashion.

The results obtained would then be put to the test,  
To be sure that they conform to the objectives and that they are the best.

If you take nothing away today, I hope you remember this,  
“Training and Development is a major key, organisations cannot afford to miss.”